Arizona Health Care Cost Containment System



Health Care for Arizona's American Indian Population

Community Relations Webinar November 24, 2008

Presentation Overview

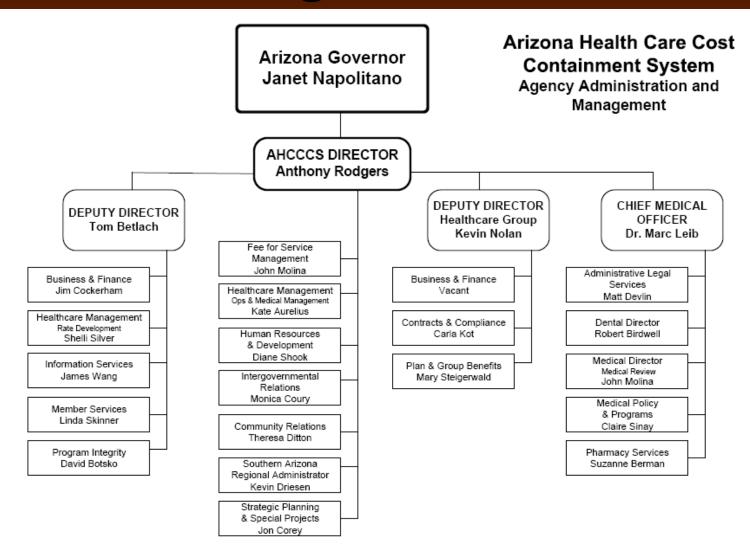
- The AHCCCS Program
- American Indian & Alaska Native Population
- Acute Care
- Long Term Care
- Behavioral Health Care
- American Indian Health "ITU" System
- AHCCCS American Indian Workgroup
- Additional Resources

The AHCCCS Program

The AHCCCS Program

- Medicaid is a federal state partnership designed by Congress in 1965 to provide health care for low income women, children, the elderly and disabled;
- Arizona was the last state to join the Medicaid program in 1982;
- Today Arizona Medicaid/SCHIP programs cover over 1 million beneficiaries;
- AHCCCS purchases health care coverage through managed care organizations (managed competition model);
- AHCCCS covers acute, long term care, and behavioral health services.

AHCCCS Organizational Chart



Revision Date: 02/11/2008

AHCCCS Vision / Mission / Core Values

VISION:

Shaping tomorrow's managed health care ... From today's experience, quality and innovation.

MISSION:

Reaching across Arizona to provide comprehensive, Quality health care for those in need.

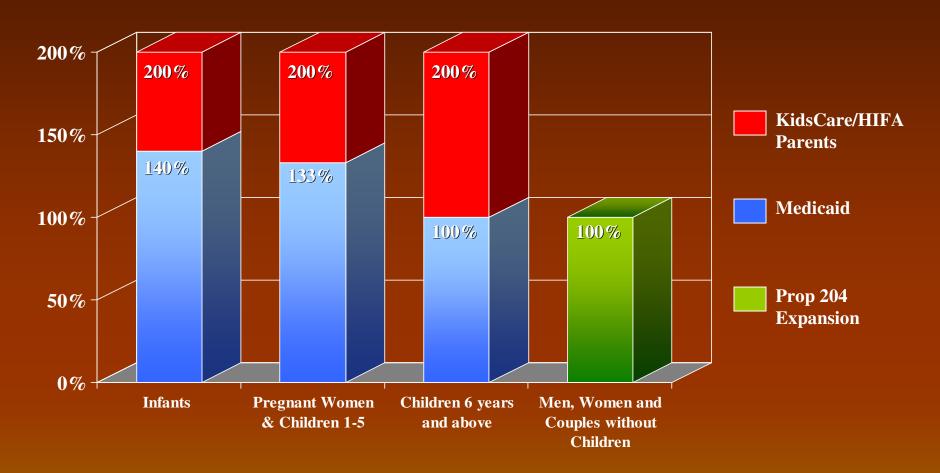
CORE VALUES:

Passion, Community, Quality, Respect, Accountability, Innovation, Teamwork, and Leadership.

AHCCCS Eligibility Requirements

- Based on the Federal Poverty Level (FPL)
- 100% FPL is the baseline
- FPL revised every April
- Different eligibility categories have different requirements

Eligibility Levels



Note – This chart does not include income levels for optional programs like Ticket to Work and Breast and Cervical Cancer.

AHCCCS Eligibility Requirements

/ 1				Eligibi	lity Criter	ia	General Informatio	
AHCCCS	Where to Apply	Household Monthly Income by Household Size (After Deductions) ¹	Resource Limits (Equity)	Social Security #	Special Requirements	Benefits	
	Coverage for Children							
S.O.B.R.A. Children Under Age 1	DES/Family Assistance Office Call 1-800-352-8401 for the nearest office	Child living alone Child living with 1 parent % of Child living with 2 parents 10 of	\$1,214 \$1,634 \$2,054	N/A	Required	N/A	AHCCCS Medical Services ³	
S.O.B.R.A. Children Ages 1 – 5	DES/Family Assistance Office Call 1-800-352-8401 for the nearest office	Child living alone Child living with 1 parent % of Child living with 2 parents 19 of	\$1,153 \$1,552 \$1,951 ²	N/A	Required	N/A	AHCCCS Medical Services ³	
S.O.B.R.A. Children Ages 6 – 19	DES/Family Assistance Office Call 1-800-352-8401 for the nearest office		\$ 867 ² \$1,167 \$1,467	N/A	Required	N/A	AHCCCS Medical Services ³	
KidsCare Children Under Age 19	Mall to KidsCare 920 E. Madison, MD 500 Phoenix, Arizona 85034	1 \$1,734 2 \$2,334 3 \$2,934 4 \$3,534 Add \$600 per Add'l person		N/A	Required	Not eligible for Medicald No health insurance coverage within last 3 months Not available to State employees, their children, or spouses \$10-35 monthly premium covers all eligible children only Premium included in parents if parent is covered under Health insurance for Parents	AHCCCS Medical Services ³	
		Cov	verage for	Families o	r Individua	als		
AHCCCS for Families with Children	DES/Family Assistance Office Call 1-800-352-8401 for the nearest office	1 \$ 867 2 \$1,167 3 \$1,467 4 \$1,767 Add \$300 per Add'l person		N/A	Required	 Family includes a child deprived of parental support due to absence, death, disability, unemployment or underemployment 	AHCCCS Medical Services ³	
AHCCCS Care (AC)	DES/Family Assistance Office Call 1-800-352-8401 for the nearest office	Applicant living alone Applicant living with spouse % of	\$ 867 \$1,167	N/A	Required	Ineligible for any other categorical Medicald coverage	AHCCCS Medical Services ³	
Health Insurance for Parents	DES/Family Assistance Office Call 1-800-352-8401 for the nearest office or Mall to KidsCare 920 E. Madison, MD 500 Phoenix, Arizona 85034	1 51,734 2 52,334 3 52,934 4 53,534 Add \$600 per Add'l person		N/A	Required	Ineligible for any categorical Medicald coverage Parent living with a child who is eligible under S.O.B.R.A. or KidsCare. No health insurance coverage within last 3 months Not for State employees, their children, or spouses Monthly premium of 3% to 5% of income for all covered parents and KidsCare Children \$15-525 per parent enrollment fee before coverage can begin	AHCCCS Medical Services ³	
Medical Expense Deduction (MED)	DES/Family Assistance Office Call 1-800-352-8401 for the nearest office	1 \$ 347 2 \$ 467 3 \$ 587 4 \$ 707 Add \$120 per Add'l person		\$100,000 No more than \$5,000 Ilquid	Required	Ineligible for any other Medicaid coverage. May deduct allowable medical expenses from Income	AHCCCS Medical Services ³	
			Covera	age for W	omen			
S.O.B.R.A. Pregnant	DES/Family Assistance Office Call 1-800-352-8401 for the nearest office	Applicant living with: 1 parent or spouse 2/3 of	\$1,750 \$2,200 \$2,650	N/A	Required	Need proof of pregnancy	AHCCCS Medical Services ³	
Breast & Cervical Cancer Treatment Program	Well Women Healthcheck Program Call 1-888-257-8502 for the nearest office	N/A		N/A	Required	 Under age 65 Screened and diagnosed with breast cancer, cervical cancer, or a pre-cancerous cervical lesion by the Well Woman Healthcheck Program Ineliable for any other Medicald coverage 	AHCCCS Medical Services ³	

AHCCCS Eligibility Requirements

•		AHCCCS ELIGIBILITY	April 1, 2008						
$\boldsymbol{\Lambda}$	Application	Eligibility Criter			a	General Information			
U	Where to Apply	Household Monthly Income by Household Size (After Deductions) ¹	Resource Limits (Equity)	Social Security Number	Special Requirements	Benefits			
AHCCCS	Coverage for Elderly or Disabled People								
Long Term Care	ALTCS Office Call 602-417-7000 or 1-800-654-8713 for the nearest office	\$ 1,911 individual	\$2,000 Individual ⁴	Required	Requires nursing home level of care or equivalent May be required to pay a share of cost Estate recovery program for the cost of services received after age 55	AHCCCS Medical Services ³ , Nursing Facility, Home & Community Based Services, and Hospice			
SSI CASH	Social Security Administration	\$ 637 Individual \$ 955 Couple	\$2,000 Individual \$3,000 Couple	Required	Age 65 or older, blind, or disabled	AHCCCS Medical Services ³			
SSI MAO	Mall to SSI MAO 701 E Jefferson MD 400 Phoentx, Arizona 85034	\$ 867 Individual \$1,167 Couple	N/A	Required	Age 65 or older, blind, or disabled	AHCCCS Medical Services ³			
Freedom to Work	Mall to: 701 E Jefferson MD 7004 Phoenix, AZ 85034 602-417-6677 1-800-654-8713 Option 6	\$2,167 Individual Only Eamed Income is Counted	N/A	Required	Must be working and either disabled or blind Must be age 16 through 64 Premium may be \$0.10, \$35 monthly Need for Nursing home level of care or equivalent is required for Long Term Care (Nursing Facility, Home & Community Sased Services, or Hospice)	AHCCCS Medical Services ³ Nursing Facility, Home & Community Based Services, and Hospice			
		No income limit	N/A	Required					
SSDI- Temporary Medical Coverage	Mall to: SSDI-TMC 700 E Jefferson Phoenix, AZ 85034 602-417-6592 1-877-654-8713 ext 76692	Important Notice About the SSDI-Temporary Medical Coverage Program http://www.azahcccs.gov/Services/Programs/SSDI -TMCNotice.pdf		Receiving Social Security Diasability Income Not eligible for Medicare No Other health insurance coverage Premium may be \$60 to \$300 monthly	AHCCCS Medical Service ³				
		Coverage for	Medicare B	eneficiar	ies				
QMB	Mail to SSI MAO 701 E. Jefferson MD 400 Phoenix, Arizona 85034 Or call 602-417-7000 or 1-800-554-8713 for the nearest ALTCS office	\$ 867 individual \$1,167 Couple	N/A	Required	Entitled to Medicare Part A	Payment of Part A & B premiums, coinsurance, and deductibles			
SLMB	Mall to SSI MAD 701 E Jefferson MD 400 Phoenix, Arizona 85034 Or call 602-417-7000 or 1-800-654-8713 for the nearest ALTCS office	\$ 867.01 – \$1,040 individual \$1,167.01 – \$1,400 Couple	N/A	Required	Entitled to Medicare Part A Not receiving Medicaid benefits	Payment of Part B premium			
QI-1	Mall to SSI MAO 701 E. Jefferson MD 400 Phoenix, Arizona 85034 Or call 602-417-7000 or 1-800-654-8713 for the nearest ALTCS office	\$ 1,040.01 – \$1,170 individual \$1,400.01 – \$1,575 Couple	N/A	Required	Entitled to Medicare Part A Not receiving Medicaid benefits	Payment of Part B premium			

Applicants for the above programs must be Arizona residents and either U.S. citizens or qualified immigrants and must provide documentation of identity and U.S. Citizenship or immigrant status. Applicants for S.O.B.R.A., AF Related, AC, MED, SSI-MAO, and Long Term Care who do not meet the citizen/immigrant status requirements may qualify for Emergency Services.

NOTES: 1 Income deductions vary by program, but may include work expenses, child care, and educational expenses.

- 2 Income considered is the applicant's income, plus a share of the parent's income for a child, or a share of the spouse's income for a married person.
- 3 AHCCCS Medical Services include, but are not limited to, doctor's office visits, immunizations, hospital care, lab, x-rays, and prescriptions.
- 4 If the applicant has a spouse living in the community, between \$20,880 and \$104,400 of the couple's resources may be disregarded.

 Revised Eff. 04/01/2008

Who Can Apply

- Applicant
- Adult family member
- Designated representative
- Representative for an incapacitated or incompetent applicant

Where to Receive Assistance

- Arizona Department of Economic Security
- Social Security Administration
- ALTCS Offices (or by phone)
- Hospitals and clinics
- Health-e Arizona (Web-based application) User Sites
- IHS and 638-tribally operated facilities
- Federally-Qualified Health Centers
- Some community organizations

Eligibility Agencies

- Social Security Administration (SSA)
 - SSI Cash
- Department of Economic Security (DES)
 - AHCCCS for Families & Children
 - SOBRA & Parents covered under HIFA
 - AHCCCS Care
 - Medical Expense Deduction
 - Federal Emergency Services
- Arizona Health Care Cost Containment System (AHCCCS)
 - ALTCS
 - KidsCare & Parents covered under HIFA
 - Breast/Cervical Cancer Treatment Program
 - Freedom to Work

American Indian & Alaska Native Population



Arizona Tribes

Ak-Chin Indian Community

Cocopah Tribe

Colorado River Indian Tribes

Fort McDowell Yavapai Nation

Fort Mojave Indian Tribe

Gila River Indian Community

Havasupai Tribe

Hopi Tribe

Hualapai Tribe

Kaibab-Paiute Tribe

Navajo Nation



Pascua Yaqui Tribe

Quechan Tribe

San Carlos Apache Tribe

Salt River Pima-Maricopa Indian Community

San Juan Southern Paiute

Tohono O'odham Nation

Tonto Apache Tribe

White Mountain Apache Tribe

Yavapai Apache Nation

Yavapai Prescott Indian Tribe

Zuni Pueblo

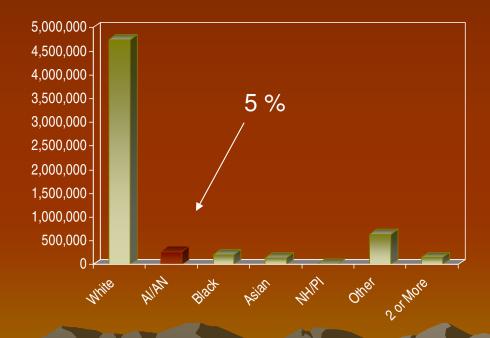
American Indians and Alaska Natives

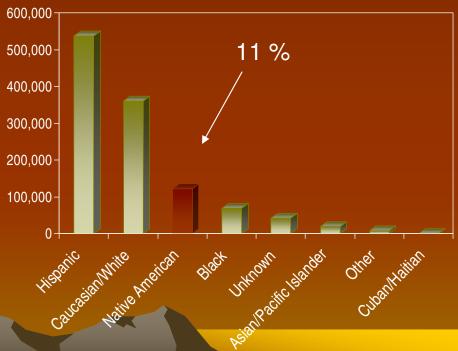
Arizona Residents

- Arizona population: 6,166,318
- 277,732 American Indians/Alaska Natives

AHCCCS Members

- AHCCCS members: 1,140,963
- 120,510 Al/AN AHCCCS members





Source: AHCCCS, October 2008

Source: U.S. Census Bureau, 2006 American Community Survey

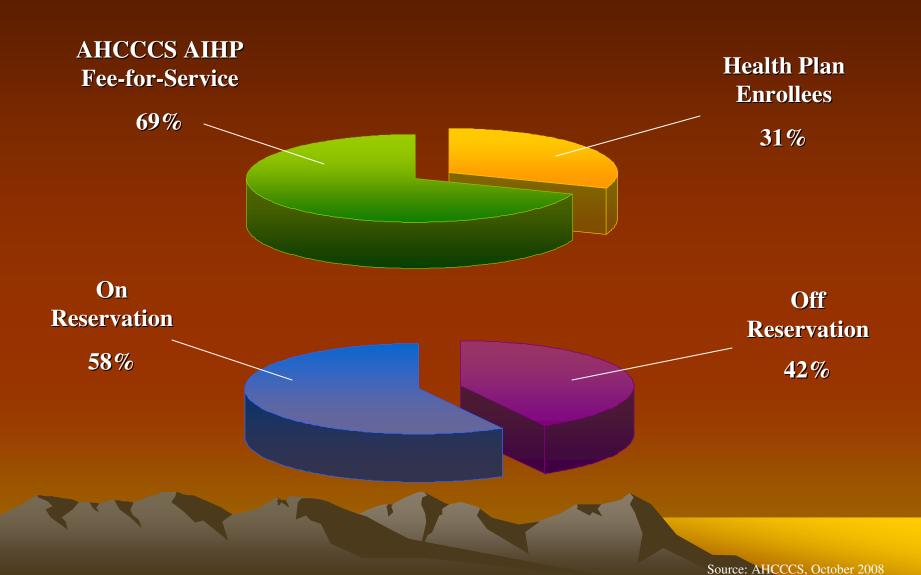
Acute Care

American Indian AHCCCS Members

Acute Care Enrollment Choices

- American Indian AHCCCS members have the option to enroll in an acute managed care health plan (e.g., APIPA, Mercy Care) or to select the AHCCCS American Indian Health Program (formerly IHS/AHCCCS)
- AIHP members may switch between a managed care plan and AIHP at any time by notifying AHCCCS
- American Indian AHCCCS health plan enrollees may receive services at an IHS or 638 facility

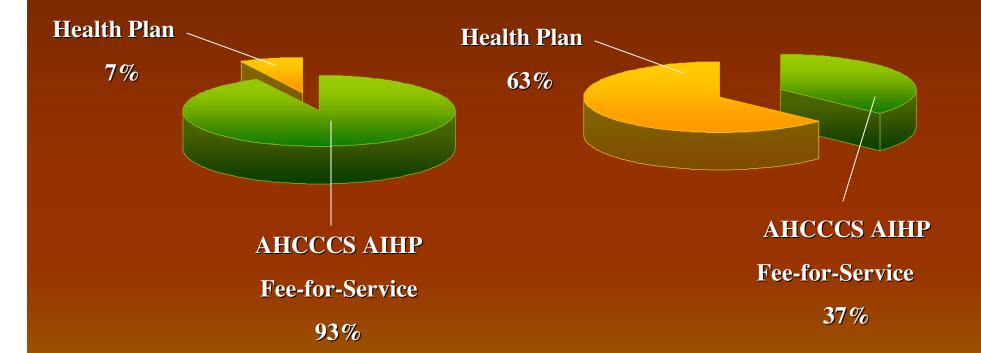
American Indian Acute Care Members



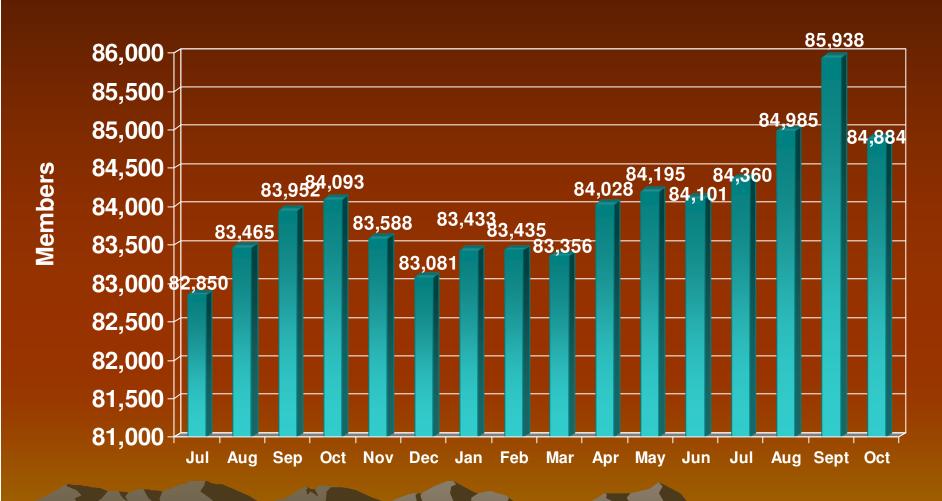
American Indian Acute Care Members

On Reservation

Off Reservation



American Indian Health Program Medicaid Enrollment (July 2007 – October 2008)



American Indian Health Program KidsCare Enrollment (July 2007 – October 2008)



Acute Care Covered Services

- Hospital care
- Doctor's visits
- Pharmacy
- Medical Supplies
- Lab & Imaging Services
- Durable Medical Equipment
- Behavioral Health Services
- Medically Necessary Transportation

Acute Care Program Updates

- AHCCCS-Contracted Acute Care Health Plan Changes
 - There are changes in the available health plans in all counties except Maricopa effective October 1, 2008
- AHCCCS American Indian Health Program
 - The new name for the IHS/AHCCCS fee-for-service option for American Indians is "AHCCCS American Indian Health Program"
- American Indian Health Program Referral Policy
 - AIHP members seeking services from a non-IHS/638 AHCCCS registered provider will not need a referral for seven categories of services. Current prior authorization requirements will still apply.

Acute Care Program Updates

- AHCCCS American Indian Health Program Member ID Cards
 - Issued when new card is ordered
 - When member enrolls in AIHP
- Current members may still use cards stating Health Plan Name as "Indian Health Service"



Long Term Care

American Indian ALTCS Members

ALTCS Tribal Case Management A Member Centered Approach

- Case management is a process through which an ALTCS member and case manager review strengths and needs and mutually agree upon the appropriate and cost-effective acute and long term care services.
- The member, and family/significant others, as appropriate, are active participants in the planning for and the evaluation of services provided to them.

ALTCS Tribal Case Management Most Integrated Setting

 Members are to be maintained in the most integrated setting. To that end, members are afforded choice in remaining in their own home or choosing an alternative residential setting versus entering into an institution.

ALTCS Tribal Case ManagementCase Manager Responsibilities

- Intake and assessment
- Development and implementation of a cost-effective service plan
- Ongoing monitoring of the service plan for continued suitability to meet needs
- Resolution to service barriers, including unplanned gaps in delivery

ALTCS Tribal Case Management

Tribal Contractors

- Gila River Indian Community
- Hopi Tribe
- Navajo Nation
- Pascua Yaqui Tribe
- San Carlos Apache Tribe
- Tohono O'Odham Nation
- White Mountain Apache Tribe

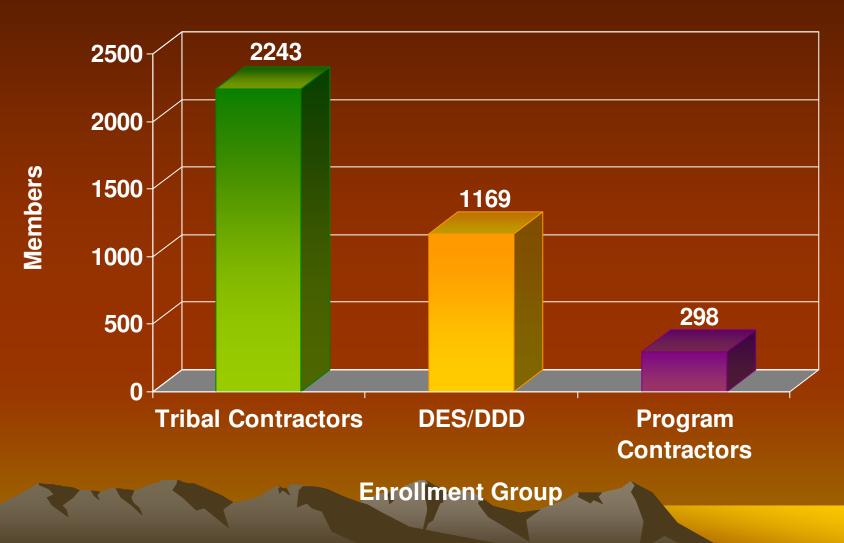
Urban Indian Health Program Contractor

 Native American Community Health Center (Phoenix) – Serves tribes without Inter-Governmental Agreement (IGA)

ALTCS Tribal Case Management Contact Information

Tribal Contractor Name	Phone Number
Gila River Indian Community	(602) 528-1200
Hopi Tribe	(928) 734-3552
Native American Community Health Center	(602) 279-5262
Navajo Nation/Chinle	(928) 674-2236
Navajo Nation/Fort Defiance	(928) 729-4084
Navajo Nation/Tuba City	(928) 283-3250
Navajo Nation/Leupp	(928) 686-3200
Navajo Nation/Dilkon	(928) 657-8030
Pascua Yaqui Tribe	(520) 879-6000
San Carlos Apache Tribe	(928) 475-2798
Tohono O'Odham Nation	(520) 383-6075
White Mountain Apache Tribe	(928) 338-1808

American Indian ALTCS Members



Source: AHCCCS, October 2008

ALTCS Covered Services

- Acute care services
- Behavioral Health services
- Attendant care and Personal care services
- Homemaker services
- Home Delivered Meals
- Home Health nursing
- Home Health aide
- Home Modifications

- Adult Day Health
- Respite care
- Hospice
- Nursing Facility care
- Assisted Living Facility
- Durable Medical Equipment
- Medical supplies
- Transportation

ALTCS Program Updates

Spouses as Paid Caregivers

 Spouses who are qualified to provide basic home care services to their husband or wife may be compensated as Paid Caregivers. Service limits apply – members should talk to their case manager.

Self-Directed Attendant Care

 ALTCS members residing in the home setting may be given the option to "hire" their own attendant care service providers and self-direct their care. The member becomes the employer of record.

Behavioral Health Care

American Indian AHCCCS Members

Behavioral Health Covered Services

- Inpatient services
- Residential treatment services
- Institutions for mental disease (IMDs)
- Partial care (supervised, treatment or medical day programs)
- Individual, group, and/or family counseling and therapy
- Emergency/crisis services
- Evaluation and diagnosis

Behavioral Health Covered Services

- Behavior management (behavioral health personal assistance, family/peer support)
- Medication and monitoring of medication
- Psychosocial rehabilitation (living skills training, health promotion, pre-job training, job coaching, employment support)
- Laboratory and radiology services
- Screening
- Emergency and non-emergency transportation
- Respite care (with limits)

Behavioral Health Services

 Behavioral Health Services are administered by the Arizona Department of Health Services – Division of Behavioral Health Services

– For more information:

Lydia Hubbard-Pourier

TRBHA Contract Administrator

P: 602-542-1745

F: 602-364-4762

hubbarl@azdhs.gov

 Behavioral Health for tribal ALTCS fee-for-service members is handled by the tribal case management programs.



American Indian Health or "I/T/U" System

Indian Health Service
Tribally-Operated 638 Health Programs
Urban Indian Health Programs

Indian Health Service

- Since 1955, the IHS has been responsible for the delivery of health services to members of federally-recognized tribes
 - Special government-to-government relationship
 - Federal trust responsibility through treaty obligation
- IHS (like CMS) operates under the U.S. Department of Health and Human Services
 - IHS Area Offices (12) oversee 151 Service Units, 49 hospitals, 501 ambulatory facilities nationwide*



- IHS and tribally-operated "638" programs are authorized to bill third party resources including Medicare, Medicaid, and SCHIP
- IHS currently operates with funding at 60% of its level of need

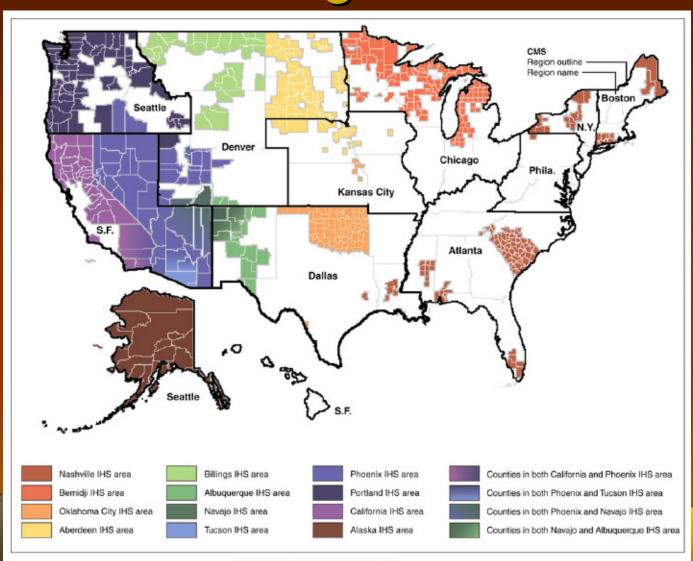
Tribally-Operated "638" Facilities

- The Indian Self-Determination and Education Assistance Act (Public Law 93-638), as amended
 - Tribes have the option of assuming the management of clinical and public health programs in their communities
 - Tribes may operate their own facilities to improve the health status of American Indians and Alaska Natives through respective contracts or compacts
 - Often referred to as "638" facilities or "638s"

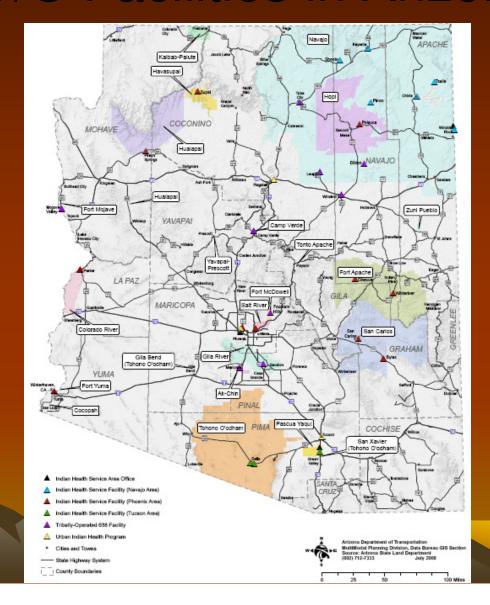
Urban Indian Health Programs

- Urban Indian primary care centers that provide culturally acceptable, accessible and affordable health services to the urban Indian population
- UIHPs are independently operated, but receive Title V funds, grants and contracts from the IHS. Most urban Indian programs obtain supplemental resources from private and other local government sources
- UIHPs are not eligible for 100% FMAP for providing services to AHCCCS members

Map of IHS Areas & CMS Regions



American Indian Reservations & AHCCC



American Indian Health Workgroup

AHCCCS Strategic Plan 2008-2012

AHCCCS Strategic Plan

Strategic issues:

- 1. Health Care Costs
- 2. Health Care Quality
- 3. The Uninsured
- 4. Organizational Capacity

Population Initiatives:

- Responding to a Growing Aging Population
- Native American HealthCare

Population Initiative – American Indian Health Care

Key Issues:

- Unique Health Care Needs
- 2. Availability and Accessibility of Care
- 3. Data Needs and Information Exchange

American Indian Health Initiative Goals

- Improve AI/AN health status within state/federal policy and guidelines
- Expand dialogue, partnerships, and collaboration with Indian Health Service, tribally-operated 638 programs, and urban Indian health programs (I/T/Us)
- Ensure correct reimbursement to IHS/638 facilities through appropriate billing for covered services, resulting in expanded, enhanced, and improved services
- Provide ongoing, meaningful tribal consultation on policy and programmatic changes that may affect tribes in Arizona

AIHI Workgroup

- American Indian Health & Tribal Relations
 - Collaboration with ITU & Work on Strategic Initiative
 - Tribal Relations and Consultation
 - Long Term Care Tribal Case Management
 - Outreach and Enrollment
- Workgroup Members:
 - Medical Director & DFSM Assistant Director
 - Division of Fee-for-Service Management
 - Tribal Relations Liaison
 - ALTCS Tribal Case Management Coordinator

AIHI Activities

- Provide technical assistance to Indian Health Service, Tribally-operated 638, and Urban Indian Health Programs (I/T/Us) in order to:
 - Identify missed opportunities to bill for covered services
 - Train staff regarding overall appropriate billing practices
 - Train staff to work Remittance Advices for eventual payment
 - Train staff on online claims submission
- Meet with I/T/Us to discuss collecting detailed procedure code information on claims in order to:
 - Ensure appropriate claims payment
 - Begin to review utilization and quality of services

Other Activities

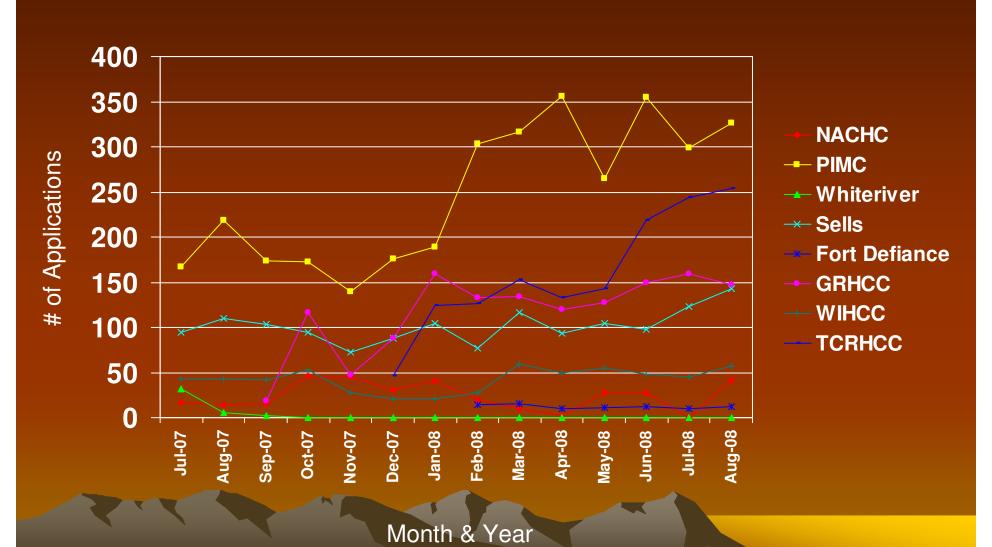
- IHS/AHCCCS Monthly Meetings
- American Indian Health Initiative Monthly Workshops
- Development of an AHCCCS AIHP Member Handbook
- AHRQ Medicaid Care Management Learning Network
- AHCCCS Directors and IHS Area Directors Quarterly Meetings
- Training Sessions for IHS/Tribal Programs
 - AHCCCS Billing 101
 - AHCCCS Coding Training
 - Health-e Arizona Demonstration
- Collaboration with IHS Area Offices and Facilities
 - Medicare, Medicaid, & SCHIP Area Office Training
 - Tucson Area IHS Native American Wellness Day
- AHCCCS American Indian Health Sub-Web Development
- Monthly Webconferences for Tribes

Outreach and Enrollment Activities

- Community Relations / Education Team
- KidsCare Outreach Partners
- Health-e Arizona User Sites
 - Urban Indian Health Program:
 - Native American Community Health Center
 - Phoenix Area:
 - Phoenix Indian Medical Center
 - Whiteriver IHS Hospital and Cibecue Clinic*
 - Tucson Area:
 - Sells Hospital and Clinics
 - <u>Navajo Area</u>:
 - Fort Defiance Indian Hospital
 - Tribally-Operated 638:
 - Gila River Health Care Corporation
 - Winslow Indian Health Care Center
 - Tuba City Regional Health Care Corporation

^{*} Currently inactive, but looking to pursue new contract

Health-E Arizona Applications Submitted July 2007 – August 2008



Tribal Consultation

- Consultation and Cooperation with Arizona Tribes (Executive Order 2006-14)
 - Calls all Executive Branch agencies to:
 - Develop and implement tribal consultation policies to guide their work and interaction with federally-recognized tribes in Arizona
 - Designate a member of their staff to act as a central point of contact and assume responsibility for implementation of policies; and
 - Review their policies each year and submit report to Governor and Legislature outlining actions taken as a result of the policies.
 - www.governor.state.az.us

AHCCCS Tribal Consultation Policy

- To ensure reasonable notice and opportunity for consultation on high-level policy changes that significantly impact Indian Tribes in Arizona
- Consultation occurs whenever the AHCCCS Director and Tribal Officials, and/or their designees, engage in oral or written communication to discuss an issue
- Consultation with a single Indian Tribe will not substitute for consultation with other Indian Tribes on issues that may affect more than one Indian Tribe
- Communication with the Advisory Council on Indian Health Care (ACOIHC), the Inter Tribal Council of Arizona (ITCA), and the Indian Health Service (IHS) Area Offices do not substitute for direct communication with the Indian Tribes in Arizona

AHCCCS Tribal Consultation Activities

- DRA Documentation Requirements (May 06 July 06)
- IHS/AHCCCS Name Change Jan 07 (Feb 07)
 - Former: IHS/AHCCCS
 - New: AHCCCS American Indian Health Program (AIHP)
- KidsCare Outreach (July 07)
- Acute Care RFP Process (Sept 07)
- AHCCCS/ADHS/ADES Tri-Agency Tribal Consultation Session (Nov 07)
- Tribal Consultation Meeting (July 08)
 - Programmatic Changes due to legislation enacted
 - Referral Policy and other AIHP changes

Contact Information

 American Indian Health Program Provider Services

- Claims Customer Service

Provider Registration

Prior Authorization

Transportation Fax

Member Services

(602) 417-7670

(800) 794-6862

Option 4

Option 5

(602) 417-4400

 $(602) \overline{417-4687}$

(602) 417-7000

(800) 962-6690

- Verification of Enrollment (or websites)
- Enrollment Changes
- Client Advocacy
- Newborn Notification (or website)
- Health-e Arizona

(602) 417-4561

AHCCCS Native American Contacts

Carol Chicharello

Tribal Relations Liaison
Office of Intergovernmental Relations
Phone: (602) 417-4610
carol.chicharello@azahcccs.gov

John Molina, M.D.
 Assistant Director
 Division of Fee-for-Service Mgt.
 Phone: (602) 417-4831
 john.molina@azahcccs.gov

Carol Sanders
 Health Program Manager
 Division of Health Care Mgt.- ALTCS
 Phone: (602) 417-4302
 carol.sanders@azahcccs.gov

Bruce Jameson
Outreach/Planning Manager
Division of Fee-for-Service Mgt.
Phone: (602) 417-4175
bruce.jameson@azahcccs.gov

Health Plan & Program Contractor Contact List

Acute Care Health Plans -

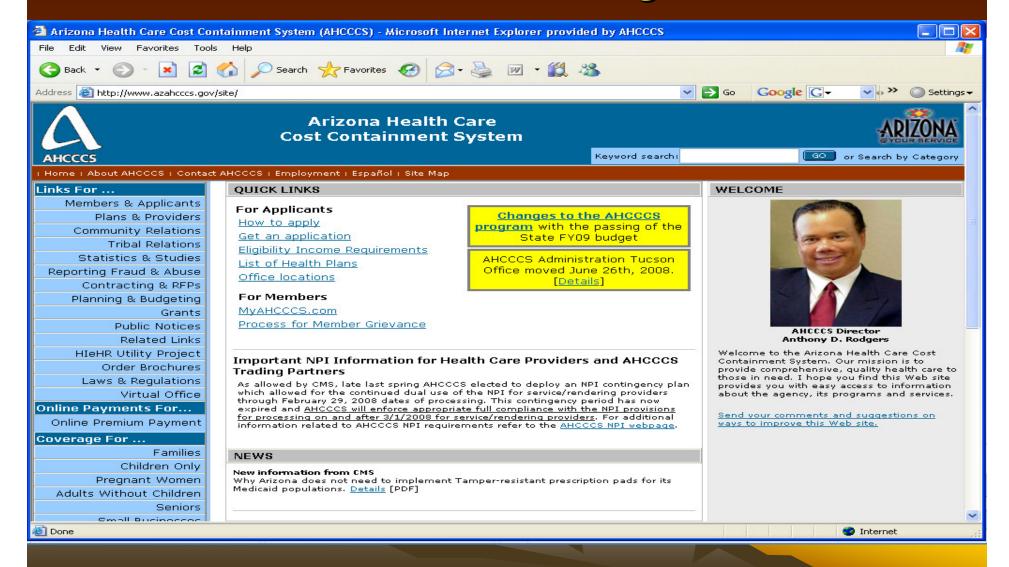
Health Plan Name	Phone Number	Website Address
University Family Care	1-888-582-8686	www.ufcaz.com
Maricopa Health Plan	1-800-582-8686	www.mhpaz.com
APIPA	1-800-348-4058	www.myapipa.com
Pima Health Plan	1-800-423-3801	www.pimahealthsystem.org
Care 1st Arizona	1-866-560-4042	www.care1st.com
Mercy Care Plan	1-800-624-3879	www.mercycareplan.com
PHP/Community Connection	1-800-747-7997	www.phoenixhealthplan.com
Health Choice AZ	1-800-322-8670	www.healthchoiceaz.com
Bridgeway Acute Plan	1-800-475-3129	www.bridgewayhs.com

Long Term Care Health Plans -

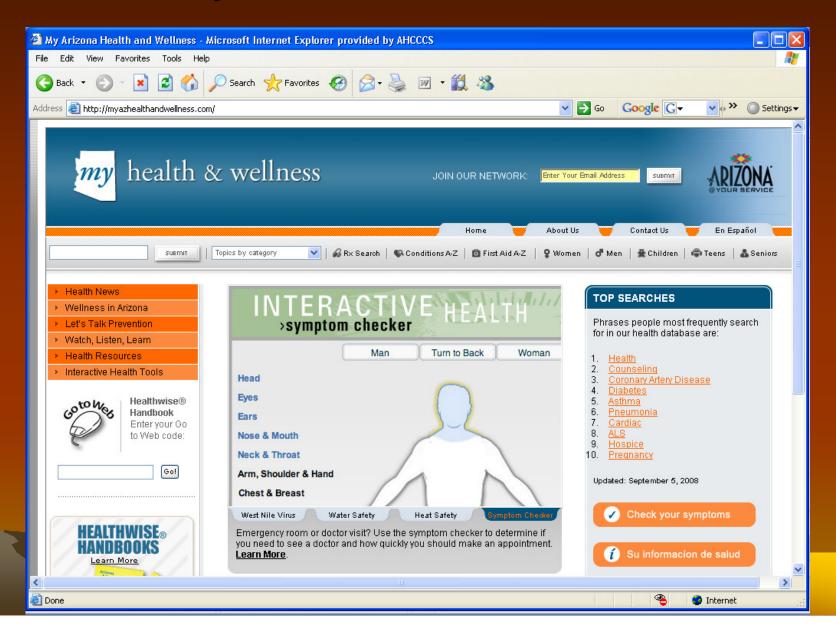
Health Plan Name	Phone Number	Website Address
SCAN – LTC	1-888-540-7226	www.scanhealthplan.com
Cochise Health Systems	1-800-285-7485	www.co.cochise.az.us/CASS/CHS.htm
Pinal/Gila LTC	1-800-831-4213	www.co.pinal.az.us/LTC/
Pima Health Plan	1-800-423-3801	www.pimahealthsystem.org
Bridgeway Health Solution	1-866-475-3129	www.bridgewayhs.com
LTC DD DES	1-800-624-4964	www.de.state.az.us/ddd/
Mercy Care Plan	1-800-624-3879	www.mercycareplan.com
Yavapai Long Term Care	1-800-850-1020	www.co.yavapai.az.us/LTC.aspx
Evercare Select	1-800-293-0039	www.evercareonline.com/products/select.html

Behavioral Health Plans -

Visit our website: www.azahcccs.gov



www.myazhealthandwellness.com



Questions?